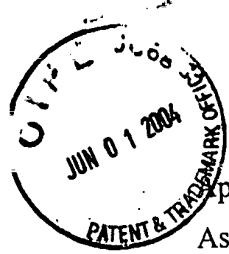


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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Ezra U. Pagel, Daniel N. Duncan, Thomas Miller  
Assignee: Austin Logistics Incorporated  
Title: System and Method for Updating Contact Records  
Serial No.: 10/776,775 Filed: February 9, 2004  
Examiner: Unknown Group Art Unit: 2642  
Docket No.: ALI040001 Customer No.: 33438

Austin, Texas  
May 25, 2004

COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT**

Sir:

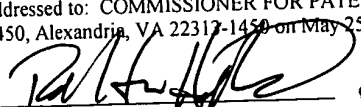
Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, Applicants wish to call the following documents to the attention of the Examiner.

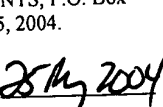
A PTO form 1449 listing these documents is enclosed.

Citation of the above documents shall not be construed as:


1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made, other than as described above; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: COMMISSIONER FOR PATENTS, P.O. Box 1450, Alexandria, VA 22313-1450 on May 25, 2004.

  
Attorney for Applicant(s)

  
Date of Signature

Respectfully submitted,

  
Robert W. Holland  
Attorney for Applicant(s)  
Reg. No. 40,020

U.S. Department of Commerce, Patent and Trademark Office	Attorney Docket No.	Serial No.
	ALI04001	10/776,775
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Applicant(s)
(Use several sheets if necessary)		Ezra U. Pagel et al.
Filing Date		Group
February 9, 2004		2642

## U.S. Patent Documents

PATENT & TRADE		U.S. Patent Documents					
Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA	4,881,261	Nov. 15, 1989	Oliphant et al.	379	215	Jun. 29, 1988
	AB	5,040,208	Aug. 13, 1991	Jolissaint	379	201	Aug. 13, 1991
	AC	5,185,782	Feb. 9, 1993	Srinivasan	379	67	Feb. 8, 1991
	AD	5,335,269	Aug. 2, 1994	Steinlicht	379	266	Mar. 12, 1992
	AE	5,627,884	May 6, 1997	Williams et al.	379	88	Jun. 26, 1995
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	AG	5,838,682	Nov. 17, 1998	Dekelbaum et al.	370	401	Nov. 28, 1995
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	AK	6,154,530	Nov. 28, 2000	Letellier	379	142	Mar. 25, 1998

## Foreign Patent Documents

							Translation	
	Document	Date	Country	Class	Subclass		Yes	No
	AL						<input type="checkbox"/>	<input type="checkbox"/>
	AM						<input type="checkbox"/>	<input type="checkbox"/>

## OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

AN	Lucent's CentreVu® Advocate <sup>SM</sup> white paper; Lucent's CentreVu Advocate, Breakthrough Solutions for Your Success"; Lucent Technologies 1999
AO	CentreVu® Advocate <sup>SM</sup> Research Simulation white paper; "CentreVu Advocate Research Simulation, Environments with CentreVu Advocate"; Lucent Technologies 1999
AP	CentreVu® Advocate; "Power Call Center Routing that Leaves <i>Nothing</i> to Chance"; Lucent Technologies 1998
AQ	Foster, Robin Harris and De Reyt, Stanny; "Re-inventing the Call Centre with Predictive and Adaptive Execution"; The Journal of the Institution of British Telecommunication Engineers, Volume 18, Part 2, pages 180-184 1999
AR	"C@ll Center Solutions - 1998 Product of the Year"; <a href="http://www.praxon.com/news/art_2-99prodofyear.htm">http://www.praxon.com/news/art_2-99prodofyear.htm</a>
AS	"Choosing the Best: CTI® Magazine's 1998 Products of the Year"; <a href="http://www.tmcnet.com/articles/0199/ctipot98.htm">http://www.tmcnet.com/articles/0199/ctipot98.htm</a>

Examiner

Date Considered

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.